

NOTICE OF APPEAL FROM THE EXAMINER TO THE BOARD OF PATENT APPEALS AND INTERFERENCES

Docket Number (Optional)

30010514-02

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Signature

Mia Kim

Typed or printed
name

Mia Kim

In re Application of

Stephen John HINDE et al.

Application Number

09/990,764

Filed

November 21, 2001

For Voice Communication Concerning a Local Entity

Art Unit

2655

Examiner

Huyen X. VO

Applicant hereby appeals to the Board of Patent Appeals and Interferences from the last decision of the examiner.

The fee for this Notice of Appeal is (37 CFR 1.17(b))

\$ 500.00

☐ Applicant claims small entity status. See 37 CFR 1.27. Therefore, the fee shown above is reduced by half, and the resulting fee is:

\$ _____

☐ A check in the amount of the fee is enclosed.

☐ Payment by credit card. Form PTO-2038 is attached.

☐ The Director has already been authorized to charge fees in this application to a Deposit Account. I have enclosed a duplicate copy of this sheet.

☒ The Director is hereby authorized to charge any fees which may be required, or credit any overpayment to Deposit Account No. 08-2025. I have enclosed a duplicate copy of this sheet.

☐ A petition for an extension of time under 37 CFR 1.136(a) (PTO/SB/22) is enclosed.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

I am the

☐ applicant/inventor.

☐ assignee of record of the entire interest.
See 37 CFR 3.71. Statement under 37 CFR 3.73(b) is enclosed.
(Form PTO/SB/96)

☐ attorney or agent of record.
Registration number _____

☒ attorney or agent acting under 37 CFR 1.34(a).
Registration number if acting under 37 CFR 1.34(a). 43,010

Robert Popa
Signature

ROBERT POPA

Typed or printed name

(323) 934-2300

Telephone number

April 1, 2005

Date

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below*.

☐ *Total of 1 forms are submitted.

This collection of information is required by 37 CFR 1.191. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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AF
2655
LW

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appellant:	Stephen John HINDE et al.)	Examiner: Huyen X. VO
)	
Serial No.:	09/990,764)	Art Unit: 2655
)	
Filed:	November 21, 2001)	Our Ref: 30010514-02
)	
For:	"VOICE COMMUNICATION CONCERNING A LOCAL ENTITY")	Date: April 1, 2005
)	
)	Re: <i>Appeal to the Board of Appeals</i>
)	

BRIEF ON APPEAL

Mail Stop Appeal Brief - Patents
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This is an appeal from the Final rejection, dated July 14, 2004, for the above identified patent application. Please charge the amount of \$500.00 for the fee set forth in 37 C.F.R. 1.17(c) for submitting this Brief to deposit account no. 08-2025. Appellant submits that this Appeal Brief is being timely filed, since the notice of Appeal was filed on November 12, 2004.

REAL PARTY IN INTEREST

The real party in interest to the present application is Hewlett-Packard Company, a Delaware Corporation, headquartered in Palo Alto, CA.

STATUS OF CLAIMS

Claims 1 - 24, 28-57 and 61-67 are the subject of this Appeal and are reproduced in the accompanying appendix. Claims 25-27 and 58-60 have been canceled.

04/05/2005 RWDNDAF1 00000047 082025 09990764

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STATUS OF AMENDMENTS

No Amendment After Final Rejection has been entered.

SUMMARY OF THE CLAIMED INVENTION

The present application discloses methods and systems for allowing a person to interact with a “dumb” object by tracking the position of the person (p. 8, ll. 30-32) and, when sensing that the person is near the object, engaging the person in a dialogue on behalf of the object (p. 11, l. 29 – p. 12, l. 3), thereby giving the person the impression that he is interacting directly with the object. The person is equipped with a mobile communication device that can interact with a mobile communication infrastructure to exchange data and provide voice telephony services to the user (p. 5, ll. 6-14). In this manner, the user’s mobile communication device can access the Internet or other data network (p. 5, ll. 14-17) through a voice browser that allows the user to interact with voice pages on the network (p. 8, ll. 9-16) which conduct the dialog with the user on behalf of the object (p. 3, ll. 9-24). The location of the user can be tracked in any manner known in the art, and some of these techniques are described in the Appendix to the specification. Importantly, the dialog on the part of the object is carried out through an audio output arrangement that includes multiple sound output devices spaced from the object, and a controller that controls these output devices such that voice output from the voice service appears to the user to emanate from the object, regardless of the user’s actual position and head orientation relative to the object (p. 19, ll. 18-28).

ISSUES

Issue 1: Whether Claims 1, 2, 4, 6-12, 20-28, 30-33, 35-44, 52-61 and 63 are patentable under 35 U.S.C. 103(a) over DE Pat. No. 19747745 to Allinger (hereinafter “Allinger”) in view of GB Pat. No. 2348777 to Baker et al. (hereinafter “Baker”).

Issue 2: Whether Claim 5 is patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 6,085,148 to Jamison et al. (hereinafter “Jamison”).

Issue 3: Whether Claim 34 is patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 5,929,848 to Albukerk et al. (hereinafter "Albukerk").

Issue 4: Whether Claims 3, 13-19 and 45-51 are patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of WO 00/30329 to Scott et al. (hereinafter "Scott").

Issue 5: Whether Claims 29 and 62 are patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 5,907,351 to Chen et al. (hereinafter "Chen").

THE ARGUMENT

Issue 1: Whether Claims 1, 2, 4, 6-12, 20-28, 30-33, 35-44, 52-61 and 63 are patentable under 35 U.S.C. 103(a) over DE Pat. No. 19747745 to Allinger (hereinafter "Allinger") in view of GB Pat. No. 2348777 to Baker et al. (hereinafter "Baker").

In section 1 of the final Office Action of February 23, 2005, the Examiner asserts that Appellants' arguments submitted in the previous response are moot in view of the new grounds of rejection necessitated by Appellants' amendments. Appellants have reviewed the present Action with great care, and can find not one single ground of rejection that is new over the first Action. The Examiner merely continues to assert that the same combinations of previously cited references disclose all limitations of all claims, including the limitations added by amendment in Appellants' previous response. The Examiner bases the finality of the present Action on these alleged new grounds of rejection, which in turn precipitated the instant appeal.

Moving on to the substance of the Action, in section 2 the Examiner rejects Claims 1, 2, 4, 6-12, 20-28, 30-33, 35-44, 52-61 and 63 under 35 U.S.C. 103(a) as being unpatentable over

Allinger in view of Baker. In particular, the Examiner finds that with respect to claim 1, Allinger discloses all claimed limitations with the exception of specifically disclosing a comparison means for comparing the location of the user with the known locations. The Examiner further finds that Baker discloses this feature in Fig. 2. The Examiner concludes that because these two references are analogous art, it would have been obvious to a skilled person to modify Allinger by incorporating the teaching of Baker.

Appellants have reviewed the two references with care, paying particular attention to the passages and figures cited to by the Examiner, and are compelled to disagree with the Examiner's understanding of these references. As mentioned above, a distinguishing feature of the system of claim 1 is that the voice-service voice output is controlled such that the service output appears to the user to emanate from the object, irrespective of the user's position and head orientation relative to the object. This salient feature is simply not present in Allinger nor in Baker. The Examiner asserts that Allinger does indeed disclose this feature at page 3, lines 11-22, which the Examiner alleges to disclose that "when the system determines that the visitor is within the predetermined position of the exhibit, the speaker attached at the exhibit presents the audio information to the visitor regardless what direct[ion] the visitor is facing or at what position as long as the visitor is detected within the predetermined region." The Examiner's proffered reasoning is simply not supported by the plain language of Allinger.

The passage cited by the Examiner actually reads:

The visitor can himself control the flow of information via a microphone. By continuously interrogating the responses of the visitor to the information offered, the system automatically recognizes the type of explanations desired by the visitor, for example relating to the history, to the operation, to the practical fields of use or the economic relationships in the case of a technical device, and how detailed the explanations should be. Operation by voice without predefined commands

develops in a simple and intuitive manner and the visitor can concentrate completely on the exhibits and the information itself.

Contrary to the Examiner's assertion, Appellants can discern no mention whatsoever in this paragraph of a speaker, whether attached to the exhibit or not. In fact, Appellants can discern no disclosure anywhere in Allinger directed to the use of speakers. Discussion of audio output in Allinger is very limited, and consists of a description of prior art techniques of using a "portable cassette or compact disc player, or mobile or immobile headphones attached to the exhibits.." (p. 1, ll. 8-10) and, with regards to the actual invention of Allinger, a description that makes clear that it contemplates solely the use of headphones connected to a communication unit worn by the user (please see, *e.g.*, p. 5, ll. 1-4, and p. 6, ll. 25-32). When portable players are employed, the user hears the sound emanating from the player, not the exhibit. Similarly, when headphones are employed, the sound will appear to emanate from a central, or user-forward-facing position, regardless of whether monoaural or stereophonic sound is employed. Thus, the source of the sound is set with respect to the direction in which the user is facing and will only appear to emanate from an exhibit when the user is actually facing the exhibit. There is simply no disclosure in Allinger that is directed to, or alludes to, controlling the voice output levels of the user headphones such that the voice-service output appears to emanate from an exhibit regardless of the user's position or direction of facing relative to the exhibit. Thus, Appellants respectfully traverse the Examiner's assertion that Allinger discloses an audio output arrangement comprising multiple sound output devices spaced from the local entity, and a controller for controlling their excitation such that voice output from the voice service appears to the user to emanate from the location of said local entity independently of the user's position and head orientation relative to the entity.

Appellants further respectfully traverse the Examiner's assertion that Baker is analogous art to Allinger. Baker is concerned with cellular communication systems and more particularly with enabling the provision of services based on the location of a mobile user, and the entire specification is directed solely to methods of tracking and predicting the location of a cellular phone. Regardless of the Examiner's classification of this document, Baker also makes no mention whatsoever of controlling the voice output levels of audio output devices such that the

voice-service output appears to emanate from an exhibit regardless of the user's position or direction of facing relative to the exhibit. This is certainly not surprising, given the lack of common ground between cellular telephone communications and voice-enabled exhibits, which is also indicative of an utter lack of motivation for a skilled person attempting to practice either invention to look to the other invention for modifications.

Appellants are mindful of the requirements posited by MPEP 2143.03 that "[t]o establish *prima facie* obviousness of a claimed invention, all the claim limitations must be taught or suggested by the prior art. *In re Royka*, 490 F.2d 981, 180 USPQ 580 (CCPA 1974). All words in a claim must be considered in judging the patentability of that claim against the prior art. *In re Wilson*, 424 F.2d 1382, 1385, 165 USPQ 494, 496 (CCPA 1970)." (emphasis added) Thus, Appellants respectfully contend that the Examiner has not made, and indeed cannot make, a *prima facie* showing that combining Allinger with Baker would yield a system capable of controlling the voice output levels of audio output devices such that the voice-service output appears to emanate from an exhibit regardless of the user's position or direction of facing relative to the exhibit. Appellants therefore respectfully request that the rejection of claim 1 be overturned on appeal.

Claims 2, 4, 6-12, 20-28, and 30-32 depend from claim 1. "If an independent claim is nonobvious under 35 U.S.C. 103, then any claim depending therefrom is nonobvious." *In re Fine*, 837 F.2d 1071, 5 USPQ2d 1596 (Fed. Cir. 1988). Therefore, in light of the above discussion of claim 1, Appellants submit that claims 2, 4, 6-12, 20-28 and 30 are also allowable, and respectfully request that the rejection of these claims be overturned.

Claim 33 is a method claim corresponding to system claim 1, and the above discussion of Allinger and Baker with respect to claim 1 is therefore equally relevant to the patentability of claim 33. Appellants therefore submit that claim 33 and claims 35-44, 52-57, 60, 61 and 63 dependent therefrom are therefore also allowable, and respectfully request that the rejection of these claims be overturned. Claims 58-60 have been previously cancelled by Appellants.

Issue 2: Whether Claim 5 is patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 6,085,148 to Jamison et al. (hereinafter “Jamison”).

In section 40 of the final Action, the Examiner rejects Claim 5 under 35 U.S.C. 103(a) as being unpatentable over Allinger in view of Baker and further in view of Jamison. Claim 5 is dependent from claim 1. In light of the above discussion of claim 1, Appellants submit that claim 5 is therefore also allowable, and respectfully request that the rejection of this claim be overturned on appeal.

Issue 3: Whether Claim 34 is patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 5,929,848 to Albukerk et al. (hereinafter “Albukerk”).

In section 42 of the final Action, the Examiner rejects Claim 34 under 35 U.S.C. 103(a) as being unpatentable over Allinger in view of Baker and further in view of Albukerk. Claim 34 is dependent from claim 33. In light of the above discussion of claim 1 as applicable to claim 33, Appellants submit that claim 34 is therefore also allowable, and respectfully request that the rejection of this claim be overturned on appeal.

Issue 4: Whether Claims 3, 13-19 and 45-51 are patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of WO 00/30329 to Scott et al. (hereinafter “Scott”).

In section 44 of the final Action, the Examiner rejects Claims 3, 13-19 and 45-51 under 35 U.S.C. 103(a) as being unpatentable over Allinger in view of Baker and further in view of Scott. Claims 3 and 13-19 are dependent from claim 1, and claims 45-51 are dependent from claim 33. In light of the above discussion of claim 1 and claim 33, Appellants submit that claims

3, 13-19 and 45-51 are therefore also allowable, and respectfully request that the rejection of these claims be overturned on appeal.

Issue 5: Whether Claims 29 and 62 are patentable under 35 U.S.C. 103(a) over Allinger in view of Baker and further in view of U.S. Patent No. 5,907,351 to Chen et al. (hereinafter "Chen").

In section 56 of the final Action, the Examiner rejects Claims 29 and 62 under 35 U.S.C. 103(a) as being unpatentable over Allinger in view of Baker and further in view of Chen. Claim 29 is dependent from claim 1, and claim 62 is dependent from claim 33. In light of the above discussion of claim 1 and claim 33, Appellants submit that claims 29 and 62 are therefore also allowable, and respectfully request that the rejection of these claims be overturned on appeal.

CONCLUSION

For the extensive reasons advanced above, Appellants respectfully contend that each pending claim is patentable. Therefore, reversal of all rejections and objections and re-opening of the prosecution is respectfully solicited.

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April 1, 2005

(Date of Transmission)

Mia Kim

(Name of Person Transmitting)



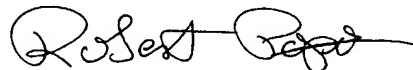
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(Date)

Attachments

Respectfully submitted,



Robert Popa

Attorney for Applicants

Reg. No. 43,010

LADAS & PARRY

5670 Wilshire Boulevard, Suite 2100

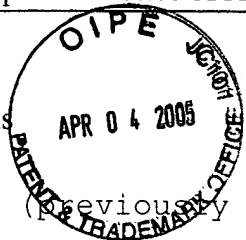
Los Angeles, California 90036

(323) 934-2300 voice

(323) 934-0202 facsimile

rpopa@ladasparry.com

Claims



1. (Previously presented) A system for enabling verbal communication on behalf of a local entity with a nearby user, the system comprising:

- a location determining arrangement for determining the location of the user,
- a comparison arrangement for comparing the location of the user with the known locations of entities having associated voice services, these voice services being separately hosted from the entities themselves;
- a communications infrastructure;
- an audio output arrangement operatively connected to the communication infrastructure and either forming part of equipment carried by the user or located in the locality of said local entity;
- a voice service arrangement for providing said voice service, the voice service arrangement being connected to said communications infrastructure; and
- a service initiation arrangement , responsive to the comparison arrangement determining that the user is close to a said entity, to initiate, automatically or under user control, voice service delivery by the voice service arrangement via the communications infrastructure and the audio output arrangement with the voice service acting as voice proxy for the local entity;

the audio output arrangement comprising multiple sound output devices spaced from the local entity, and a controller for controlling their excitation such that voice output from the voice service appears to the user to emanate from the location

of said local entity independently of the user's position and head orientation relative to the entity.

2. (previously presented) A system according to claim 1, wherein the comparison arrangement is separate from any equipment carried by the user, the service initiation arrangement comprising:

- an arrangement responsive to the comparison arrangement determining that the user is close to a said entity, to send contact data for the voice service to the user; and
- an arrangement , provided in user equipment intended carried by the user, for receiving the contact data and for enabling the user to contact the voice service arrangement using the contact data in order to initiate voice service delivery.

3. (previously presented) A system according to claim 1, wherein the comparison arrangement is separate from any equipment carried by the user and the voice service arrangement comprises storage arrangement for storing voice service content, and a voice browser for interpreting voice service content in respect of multiple different voice services for which content is stored by the storage arrangement , the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the corresponding voice service to the voice browser of the voice service arrangement.

4. (previously presented) A system according to claim 1, further comprising user equipment adapted to communicate with the communications infrastructure over wireless arrangement , the comparison arrangement being separate from the user

equipment and the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the user equipment to the voice service arrangement to enable the latter to initiate contact with the user over the communications infrastructure.

5. (previously presented) A system according to claim 1, further comprising user equipment adapted to communicate with the communications infrastructure over wireless arrangement , at least the comparison arrangement and the service initiation arrangement being provided in the user equipment, the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to contact the voice service arrangement over the communications infrastructure.

6. (previously presented) A system according to claim 1, further comprising audio input arrangement operatively connected to the communications infrastructure and either forming part of equipment carried by the user, or located in the locality of said local entity, the audio input and output arrangement together enabling a user to interact with the voice service through spoken dialog with voice input by the user through the audio input arrangement and voice output to the user through the audio output arrangement .

7. (previously presented) A system according to claim 6, wherein in said dialog the entity is represented in first person terms through the voice service.

8. (previously presented) A system according to claim 6, wherein both the audio input and output arrangement form part of the user equipment carried by the user, the user equipment being operative to exchange said voice input and voice output with the voice service as voice signals passed across the communications infrastructure.
9. (previously presented) A system according to claim 6, wherein both the audio input and output arrangement are located in the locality of said entity apart from the user equipment, the voice service arrangement being operative to exchange said voice input and voice output with the audio input and output devices as voice signals passed across the communications infrastructure.
10. (previously presented) A system according to claim 6, wherein the audio input arrangement forms part of equipment carried by the user and the audio output arrangement is located in the locality of said entity apart from the user equipment, the voice service arrangement being arranged to exchange said voice input and voice output with the audio input and output devices as voice signals across the communications infrastructure.
11. (previously presented) A system according to claim 1, wherein said multiple sound output devices are headphones worn by the user, the controller of the audio output arrangement being arranged to control excitation sound output of the headphones in dependence on the relative positions of the user and entity and rotation[[s]] of the user's head.

12. (previously presented) A system according to claim 1, wherein said multiple sound output devices are loudspeakers associated with the locality of the entity rather than with the user and connected with the voice service through a communications infrastructure, the controller of the audio output arrangement being arranged to control excitation of the loudspeakers dependence on the relative positions of the user and entity.

13. (previously presented) A system according to claim 6, wherein the voice service arrangement comprises:

- a voice page server for serving voice pages in the form of text with embedded voice markup tags; and
- a voice browser comprising:
 - a speech recognizer for carrying out speech recognition of user voice input received as voice signals;
 - a dialog manager for effecting dialog control on the basis of output from the speech recognizer and pages served by the voice page server; and
 - a text-to-speech converter operative to convert voice pages into voice output signals under the control of the dialog manager.

14. (previously presented) A system according to claim 8, wherein the user equipment comprises a mobile phone providing the said audio input and output arrangement , with a wireless communication sub-system of the mobile phone serving for the transfer of voice service input and output to and from the said audio input and output arrangement .

15. (previously presented) A system according to claim 8, wherein the voice service arrangement comprises:

- a voice page server for serving voice pages in the form of text with embedded voice markup tags; and
- a voice browser comprising:
 - a speech recognizer for carrying out speech recognition of user voice input received as voice signals;
 - a dialog manager for effecting dialog control on the basis of output from the speech recognizer and pages served by the voice page server; and
 - a text-to-speech converter operative to convert voice pages into voice output signals under the control of the dialog manager;

the user equipment comprising a mobile phone providing said audio input and output arrangement , with a wireless communication sub-system of the mobile phone serving for the transfer of voice service input and output to and from the said audio input and output arrangement .

16. (previously presented) A system according to claim 15, wherein the voice browser is not part of the user's equipment, the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the voice service, in the form of a URL, to the user's equipment, the user equipment being operative to pass the contact data to the voice browser via a data-capable bearer circuit set up by the mobile phone through the communications infrastructure, and the voice browser being operative to use the contact data to contact the voice page server and being further operative to establish a voice circuit

with the mobile phone for the exchange of voice input and/or output between the user and voice browser.

17. (previously presented) A system according to claim 15, wherein the voice browser is not part of the user's equipment, the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the voice service, in the form of a URL, to the user's equipment, the user equipment being operative to pass the contact data to the voice browser via a data-capable bearer circuit set up by the mobile phone through the communications infrastructure, and the voice browser being operative to use the contact data to access the voice page server and to thereafter use the data-capable bearer circuit for voice input and/or output between the user and voice browser using a packetized voice protocol.

18. (previously presented) A system according to claim 15, wherein the voice browser is part of the user's equipment, the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the voice service, in the form of a URL, to the user's equipment, the voice browser being operative to use the contact data passed to the equipment to access the voice page server via a data-capable bearer circuit set up by the mobile phone through the communications infrastructure for the exchange of text based input and/or output between the voice browser and voice page server.

19. (previously presented) A system according to claim 15, wherein the voice browser is not part of the user's equipment,

the service initiation arrangement being responsive to the comparison arrangement determining that the user is close to a said entity, to pass contact data for the voice service, in the form of a URL, directly to the voice browser together with information for contacting the user's equipment, the voice browser being arranged to contact the user on the mobile phone using a voice circuit or data connection that is then used for voice input/or and output between the user and voice browser.

20. (previously presented) A system according to claim 1, wherein the communications infrastructure is a proprietary-space local wireless network hosting the voice service arrangement, the local entity being located in the proprietary-space concerned.

21. (previously presented) A system according to claim 8, wherein the communications infrastructure is a proprietary-space local wireless network hosting the voice service arrangement, the local entity being located in the proprietary-space concerned and the user equipment comprising a wireless headset.

22. (previously presented) A system according to claim 20, wherein said audio output arrangement comprises headphones worn by the user, the controller of the audio output arrangement being arranged to control excitation of the headphones to take account of the relative positions of the user and entity and rotations of the user's head .

23. (previously presented) A system according to claim 1, wherein the location determining arrangement and the comparison arrangement are arranged to operate on an on-going basis.

24. (previously presented) A method according to claim 1, wherein the location determining arrangement and the comparison arrangement are arranged to operate on a once-off basis as requested by the user.

25. - 27. (canceled)

28. (previously presented) A system according to claim 1, further comprising controllable functionality associated with the local entity and arranged to be controlled by control data passed to it from the voice service to operate in coordination with said voice output.

29. (previously presented) A system according to claim 28, wherein said controllable functionality comprises a mouth representation device associated with the local entity and arranged to present a mouth representation that is movable in dependence on the control data from the voice service to operate in synchronism with voice output from the voice service.

30. (previously presented) A system according to claim 1, further comprising an arrangement for determining the orientation of the local entity as perceived from the user's current location, the voice service being operative to condition its voice output in dependence on the determined orientation of the local entity .

31. (previously presented) A system according to claim 1, further comprising an arrangement for determining the orientation of the user relative to the entity, the voice

service being operative to condition its voice output in dependence on the user's determined orientation.

32. (previously presented) A system according to claim 1, further comprising an arrangement for determining the line of approach or departure of the user relative to the entity, the voice service being operative to condition its voice output in dependence on the user's line of approach or departure.

33. (previously presented) A voice-proxy method wherein:

- (a) the location of a user is determined and compared with the known locations of entities that have associated voice services separately hosted from the entities themselves;
- (b) upon the user being determined to be close to a said entity, contact is initiated between the user and the voice service associated with this local entity; and
- (c) the user interacts with the voice service with the latter acting as voice proxy for the local entity, voice output from the service being through audio output devices spaced from the local entity but controlled such that the voice output appears to the user to emanate from the location of that entity independently of the user's position and head orientation relative to the entity.

34. (previously presented) A method according to claim 33, wherein (a) is effected by a service system separate from any equipment carried by the user; the service system upon determining that the user is close to a said entity, effecting (b) by passing contact data for the voice service to the user whereby to enable the user to contact the voice service.

35. (previously presented) A method according to claim 33, wherein (a) is effected by a service system separate from any equipment carried by the user, the service system upon determining that the user is close to a said entity, effecting (b) by passing contact data for the voice service to a voice browser of the service system or communications infrastructure whereby to enable the voice browser to contact the voice service on behalf of the user.

36. (previously presented) A method according to claim 33, wherein (a) is effected by a service system separate from any equipment carried by the user, the service system upon determining that the user is close to a said entity, effecting (b) by passing user contact information to the voice service whereby to enable the latter to initiate contact with the user.

37. (previously presented) A method according to claim 33, wherein (a) is effected by equipment carried by the user which, upon determining that the user is close to a said entity, effects (b) by contacting the voice service.

38. (previously presented) A method according to claim 33, wherein in (c) the user and voice service interact through spoken dialog with both voice input by the user and voice output by the service.

39. (original) A method according to claim 38, wherein in said dialog the entity is represented in first person terms through the voice service.

40. (previously presented) A method according to claim 33, wherein (c) involves voice input by the user and voice output by the service with both voice input and voice output being carried across the wireless network between the voice service and sound input and output devices forming part of the user's equipment.

41. (previously presented) A method according to claim 33, wherein (c) involves voice input by the user and voice output by the service with both voice input and voice output being exchanged with the user by local sound input and output devices that are associated with the locality of the entity rather than with the user and are connected with the voice service through a communications infrastructure.

42. (previously presented) A method according to claim 33, wherein (c) involves voice input by the user and voice output by the service, voice input being carried across the wireless network to the voice service from a sound input device forming part of the user's equipment, and voice output being through at least one local sound output device that is associated with the locality of the entity rather than with the user and is connected with the voice service through a communications infrastructure.

43. (previously presented) A method according to claim 33, wherein said multiple sound output devices are headphones worn by the user, excitation of the headphones being controlled to take account of the relative positions of the user and entity and rotations of the user's head.

44. (previously presented) A method according to claim 33, wherein said multiple sound output devices are loudspeakers associated with the locality of the entity rather than with the user and connected with the voice service through the communications infrastructure, excitation of the loudspeakers being controlled in dependence on the relative positions of the user and entity.

45. (original) A method according to claim 33, wherein the voice service is effected by the serving of voice pages in the form of text with embedded voice markup tags to a voice browser, the voice browser interpreting these pages and carrying out speech recognition of user voice input, text to speech conversion to generate voice output, and dialog management; the voice browser being disposed between a voice page server and the user.

46. (previously presented) A method according to claim 33, wherein the user equipment includes a mobile phone, (c) involving use of the mobile phone to transfer voice service input and output to and from the user.

47. (previously presented) A method according to claim 33, wherein:

- the voice service is effected by the serving of voice pages in the form of text with embedded voice markup tags to a voice browser, the voice browser interpreting these pages and carrying out speech recognition of user voice input, text to speech conversion to generate voice output, and dialog management; the voice browser being disposed between a voice page server and the user; and

- the user has equipment including a mobile phone, (c) involving use of the mobile phone to transfer voice service input and output to and from the user.

48. (previously presented) A method according to claim 33, wherein the voice browser is not part of the user's equipment and in (b) contact data for the voice service, in the form of a URL, is passed to the user's equipment from where it is passed using the mobile phone via a data-capable bearer service of the mobile-phone wireless network, to the voice browser, the voice browser calling the user on the mobile phone using a voice circuit that is then used in (c) for voice input and/or output between the user and voice browser.

49. (previously presented) A method according to claim 48, wherein the voice browser is not part of the user's equipment and in (b) contact data for the voice service, in the form of a URL, is passed to the user's equipment from where it is passed using the mobile phone, via a data-capable bearer service of the mobile-phone wireless network, to the voice browser; the data-capable bearer service being subsequently used in (c) for voice input and/or output between the user and voice browser using a packetized voice protocol.

50. (previously presented) A method according to claim 48, wherein the voice browser is part of the user's equipment and in (b) contact data for the voice service, in the form of a URL, is passed to the user's equipment, the voice browser using this contact data in (b) to access, via a data-capable bearer service of the mobile-phone wireless network, the voice page server; the data-capable bearer service being subsequently used in (c) for

passing text based input and/or output between the voice browser and voice page server.

51. (previously presented) A method according to claim 48, wherein the voice browser is not part of the user's equipment and in (b) contact data for the voice service, in the form of a URL, is passed directly to the voice browser together with information for contacting the user's equipment, the voice browser contacting the user on the mobile phone using a voice circuit or data connection that is then used in (c) for voice input/or and output between the user and voice browser.

52. (original) A method according to claim 33, wherein a proprietary-space local wireless network hosts the voice service, the local entity being located in the proprietary-space concerned.

53. (previously presented) A method according to claim 52, wherein the user has a wireless headset which in (c) is used for exchanging voice input and output with the voice service.

54. (previously presented) A method according to claim 33, wherein the carrying out of (b) is subject to user approval at the time.

55. (previously presented) A method according to claim 33, wherein location determination and comparison with the known location of entities having associated voice services, is effected in (a) on an on-going basis.

56. (previously presented) A method according to claim 33, wherein location determination and comparison with the known location of entities having associated voice services, is effected in (a) on a once-off basis as requested by the user.

57. (previously presented) A method according to claim 33, wherein in (b) the identity of the user is sent to the voice service and used by the latter to look up user profile data which is then used to customise the voice service to the user.

58. - 60. (cancelled)

61. (previously presented) A method according to claim 33, wherein the local entity has associated controllable functionality that is controlled by control data passed to it from the voice service to operate in coordination with said voice output .

62. (previously presented) A method according to claim 61, wherein the controllable functionality comprises a mouth representation device associated with the local entity and arranged to present a mouth representation that is movable in dependence on the control data from the voice service to operate in synchronism with voice output from the voice service.

63. (previously presented) A method according to claim 33, wherein the voice output provided from the service in (c) is dependent on the orientation of the local entity as perceived from the user's current location .

64. (previously presented) A method according to claim 33, wherein the voice output provided from the voice service in (c) is dependent on the user's direction of facing relative to the local entity.

65. (previously presented) A method according to claim 33, wherein the voice output provided from the voice service in (c) is dependent on the user's line of approach or departure relative to the local entity.

66. (previously presented) A system according to claim 28, further comprising a short-range-communications arrangement comprising complimentary elements at the local entity and in user-carried equipment for establishing a short range link between the user-carried equipment and said controllable functionality; the user-carried equipment being arranged to receive said control data from the voice service arrangement in the course of the latter acting as a voice proxy for the local entity, and to pass on the control data via said short-range communication arrangement to said controllable functionality.

67. (previously presented) A method according to claim 61, wherein the control data is passed to said controllable functionality over a short range communication link established between said functionality and equipment carried by the user.